



USAG Fort Detrick 2014 Army Family Action Plan Conference



Issue Status Update

"The Voice of the Army Family"

Fort Detrick Army Family Action Plan (AFAP) - Issue Status Update 2014

Fort Detrick Top Conference Issue – 2013

1. PCS Weight Allowance for Each Dependent - **ELEVATED**

Fort Detrick Top Conference Issues – November 2012

1. Service Members (SMs) Behavioral Intake Forms - **ELEVATED**
2. Veterans Montgomery GI Bill or the Post 9-11 GI Transferability - **ELEVATED**
3. TRICARE Prime Beneficiaries Local Care Eligibility - **ELEVATED**

Fort Detrick Top Conference Issues - November 2011

1. Outdated Army Height and Weight Standards – *tie vote* - **ELEVATED**
1. Body Fat Assessment Procedures – *tie vote* - **ELEVATED**
3. Comparable Access to Care for Exceptional Family Members (EFMs) at Joint Assignments – *tie vote* - **ELEVATED**
3. Spouse Entitlements after Soldier's Retirement – *tie vote* - **ELEVATED**
5. Military Uniform Alterations on Fort Detrick in Violation of Army Regulation (AR) 670-1(Wear and Appearance of Army Uniforms and Insignia) - **COMPLETED**

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2013 AFAP ISSUES		
Title	Scope	Steering Committee Results (Disposition)
Dust in women's lockers.	Women's lockers has thick dust in each lockers. I requested lockers be cleaned 4 months ago and still has not been cleaned. This is not good.	Issue Status: Completed Locker rooms are cleaned on a regular schedule. Fitness Center staff checked to ensure that cleaning had been done and schedule is being followed.
Schedule appointment	On Monday, September 16 I was calling to schedule appointment for myself and nobody picks up the phone. 7:00am-8:30am.	Issue Status: Completed Clinic is short-staffed but is providing customer service training for current staff and in the process of hiring staff which will eliminate this problem.
Pond in Housing	It is not being maintained which has increased rodents and mosquitoes to the point you can't go outside.	Issue Status: Completed BBC provides maintenance twice a year. Brush around pond was cut down after issue was submitted.
Joint Bases are Not Truly Joint	Clothing sales does not carry Air Force, Navy, Marine uniform items and charges service members for shipping from MCSS to MCSS.	Issue Status: Completed The information provided to the AFAP workgroup was not accurate. No extra fees are charged for uniform items or service charges for other services.
Child Care	Access to childcare for non-married couples; i.e. partner income is considered for pay scaling but not all children have access even if they are retiree dependents.	Issue Status: Unattainable This is not one issue. Issue will need to be broken down and re-submitted as separate issues.
Communicate better with or between Glen Haven Families/Ft.Detrack/Forest Glen/WRNMNC for the	There are issues such as events advertised at WRNMNC or Ft. Detrick and there is little advertised to the families at Glen Haven Homes, where a good portion of some military families live. The families	Issue Status: Active This issue will remain active as we continue to make strides to improve communication between Glen Haven Families and Fort Detrick.

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family support.	need support whether it be some hours of daycare for the moms, family events, housing issues, dist. Of support services from other branches, education, etc. We need someone to say "Hey, there is stuff you might need or could use".	
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2012 AFAP ISSUES		
Title	Scope	Steering Committee Results (Disposition)
<p>Ex-Spouse Using Patron Privileges</p> <p>Issue was ambiguous-resubmit with more specifics; what is the issue? How do you propose resolution?</p>	<p>Ex-wives/husbands w/o ID's are using their children's ID's to go to commissary, gym, MWR and more. It is unfair that they can use and take advantage of the services and discounts that are meant for our military and their families.</p>	<p>Issue Status: Unattainable</p> <p>Issue needs to be rewritten and resubmitted. Workgroup was not able to understand issue and scope.</p>
<p>Work Orders</p> <p>Local issue – submitted to ICE</p>	<p>I know I have reported several work orders in the barrack's and they weren't resolved and took multiple call outs. Several times they came out and looked at the issue and said they would be back and until I re-called the work orders, they never did.</p>	<p>Issue Status: Submitted to ICE</p> <p>DPW has been working to make the work order process more efficient for customers.</p>
<p>Distance to Nearest Military Hospital Coverage for Tri-Care Coverage</p> <p>This issue was prioritized and has been forwarded</p>	<p>At Fort Detrick the nearest military hospital is 30 minutes to 2 hours away depending on what time of the day you leave. Tri-Care won't cover for the 2 – 5 hospitals you pass on the way to Walter Reed. We have a clinic on post but nothing for serious hospital issues. For my wife to get a check-up during pregnancy we have to go to</p>	<p>Issue Status: ELEVATED</p>

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to IMCOM G9 for resolution.	Walter Reed unless something is wrong, then we can get somewhere closer through Tri-Care. The clinic here has only offered a heart monitor and an examination based on what they see with their own two eyes.	
Gym On-Post Closes Far Too Early Local issue – Submitted to ICE	The Fort Detrick gym closes at 7p.m. This is far too early. Individuals with a busy schedule should be able to have access to a fitness facility with later hours on post.	Issue Status: Unattainable Due to budget constraints, it is not a viable option to offer 24 hour facilities at Fort Detrick.
Lack of 24 hour/Late Night Facilities (PX/Shoppette/Gym/Day Care) on Post Shift care available through the CYSS. This is a local issue and will be submitted via ICE	Specifically Fort Detrick, but could apply to other post. Many units on this post run 24 hour continuous operation and there are no 24 hour facilities. Specifically the shoppette and post gym. If you work a night shift there is no shoppette available and can't go to the post gym unless you sacrifice sleep or time with your family.	Issue Status: Unattainable Due to budget constraints, it is not a viable option to offer 24 hour facilities at Fort Detrick.
Lack of Available Services for Post That Run 24 Hour Ops	5 separate issues listed: Lack of affordable dental care for dependents. Daycare for SMs who work shift work. Affordable dental care for dependents on Fort Detrick Medical Clinic should be open on Saturdays.	Issue Status: Unattainable Each issue needs to be submitted separately to be worked.
Army Photographer Inexperience Local Issue – Submitted to ICE	Going to take a DA photo or official Military photo, but the photo is off center, slanted, or only half. Especially when they don't show Soldiers and just send it in. Makes the Soldier/Person look unprofessional.	Issue Status: Completed Check your photo before agreeing to it. Photo will not just be sent in if you ask to see it prior to

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		sending it in.
Privatize Housing Pre-Inspection Local issue – Submitted to ICE	Inspections that are supposed to occur before the tenant can walk the property for their pre-inspection is not happening. This inspection covers smoke detectors, air filters, general cleanliness and other issues that should be resolved before a tenant can move in.	Issue Status: Completed Process is in place for inspections. BBC provides information upon arrival. Tenant needs to ensure that inspection is done prior to moving in and agrees with report.
Training Support Resources Local issue – Submitted to ICE	There is a lack of training sites or resources for training. The nearest ASP and Class I Warehouse is two hours away and even more heavy with traffic in the DMV area. Soldiers have to travel an hour or so to the nearest range to qualify. This lack of support takes away man hours and may cause a safety issue for Soldiers who are working in a 24 hour operation unit. Local TASC's does not supply sufficient training aids which add more costs for the unit.	Issue Status: Active Command working to educate units on what is available in the area. Travel time/locations will not change.
Entitlements	Possible better out-processing briefs for AIT Soldiers, new to Army. For example, my out-processing brief consisted of "don't do dumb stuff". As a new Soldier PCS'ing to my first duty station, I did not know my entitlements outside the realm of a DITY move.	Issue Status: Completed Initial Entry Trainee Soldiers are thoroughly briefed on entitlements and benefits. Additional information is available on multiple websites. The ACS office is also available as a resource. New Soldiers are given a sponsor.
Parent Dependents This is an active DA Issue (#675)	Most installations require parent dependents to go to ER in order to receive certain medical care. Issues are not properly seen after and therefore Soldiers are still left with accrued bills for medical bills for dependent parents.	Issue Status: Active DA Issue #675

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	Also they are not covered by Tri-Care.	
<p>BAH for the Frederick, MD/Fort Detrick area is too low for current housing cost.</p> <p>On post housing is available. The DoD conducts an annual survey to determine BAH rates.</p> <p>3 Issues submitted regarding BAH rates.</p>	<p>For service members with 3 or more dependents who need 3 or more bedrooms it is not realistic to be able to find housing off post for the BAH allowed. Housing costs in this area seem to be driven by people commuting to the DC area.</p>	<p>Issue Status: Unattainable at a local level and workgroup did not prioritize it for elevation.</p>
<p>Quality Contractor for Housing Across the Army</p>	<p>Poor construction in Army housing, ie. Been in the house for a couple months and the doorknobs are falling off, water pipes not properly anchored and rattle in the walls.</p>	<p>Issue Status: Completed</p> <p>There is a contract in place with BBC. There is a process in place to report construction issues. This cannot be resolved at the local level and workgroup did not prioritize this issue to move forward to IMCOM/G9.</p>
<p>Tri-Care Appointment to Third Party</p>	<p>Tri-Care set up an appointment for an off post doctor and did not inform us. It turned into a missed appointment and a \$50.00 bill was sent out.</p>	<p>Issue Status: Active</p>
<p>Housing Construction Quality</p>	<p>Been in new housing only a few months and already many things are falling apart from door handles to plumbing. Things were put in cheaply. One big one is bar between stairs and hand railing is only tacked on with a</p>	<p>Issue Status: Completed</p> <p>There is a contract in place with BBC. There is a process in place to report construction issues. This cannot be resolved at the local level and workgroup</p>

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	small nail. They come off easy and I'm not the only one this happens too.	did not prioritize this issue to move forward to IMCOM/G9.
<p>Dependent Dental Care</p> <p>The delegates felt this was a strong issue with potential to be developed. Please submit next year.</p> <p>Similar to 2 other issues submitted.</p>	All children have frequent dental issues and dentist visits as they grow up. Good dental care is essential to prevent dental issues and dentist visits as they grow up. I do not expect full coverage on everything. But when one has 3 or more dependents (at least 2 being small children) the costs combined add up quickly.	Issue Status: Active
Charge the same price for new housing as old housing.	While there is a difference between prices, it is or was less than \$50.00 per month for housing that is old vs housing that is new with garages. There should be a greater difference for the families in older housing.	<p>Issue Status: Completed.</p> <p>Any concern can be addressed to BBC or through Housing regarding costs of units. BBS has a contract.</p>
2011 Fort Detrick AFAP Issues	Scope	Steering Committee Results (Disposition)
Excessive Travel for Fort Detrick Soldiers	Soldiers from the 114 th who are stationed at Fort Detrick work at either site R or Site C. Soldiers used to stay at Fort Ritchie, which is about 5 miles away. But since the closure they are able to choose to stay at Fort Detrick, or off post somewhere else. The distance from Fort Detrick to Site R is approximately 20 miles. A big issue is if you have formation at Site in the morning than an appointment at Barquist you will be driving to Site, then to Fort Detrick, back to Site and back to Fort Detrick	<p>Issue Status: Completed</p> <p>Vans were provided to these sites to be used for carpooling to/from work and t//from doctors appointments without having to place unnecessary hardships of the Soldiers finances. Vans have been underutilized.</p>

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	again. These trips can become expensive and cause a lot of wear and tear on your vehicle.	
Identification of Additional Parking on Fort Detrick.	Some parking areas are not easily identifiable. Signs identifying additional parking are not always obvious. The identification of additional parking decreases congestion and delays for visitors, employees, and residents who are unaware of additional parking.	Issue Status: Active – Issue sent to Real Property Planning Committee.
Contractor Parking	Visual Information has reserved parking spots at building 1520 for their contractors' privately owned vehicles (POVs) This building is already at a loss for parking when special events at building 1520A or 1529 occur as parking is blocked off which reduces parking well below normal times. At times parking blockades have 75% of the lot taken. VI contractors have reserved parking for their privately owned vehicles in this area which decreases available parking further.	Issue Status: Completed There are only 3 reserved spots near the Visual Information Building and those are for Visitors. There are NO spots reserved for contractors or staff.
No Dog Leash enforced, No Poop Bags, No Receptacles to Place the Dog Poop Bags	The existing dog leash policy should be updated and enforced. Receptacles placed at various locations with poop bags will help keep the post clean.	Issue Status: Active

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Designated Space for Expectant Mothers Not prioritized because SME said he would coordinate with DPW to install "Expectant Mother" signs within 120 days of 1 November 2011.	Fort Detrick is one of the few posts that has not established parking spaces for expectant mothers.	Issue Status: Completed Expectant Mother parking spaces have been established around the post.
Walking Access Between Bldg. 1425 and Barquist Clinic Not prioritized because sidewalks already exist between the two locations even though they are not on the same side of the road. Per SME, 2 November 2011, the sidewalk will be tied together between Freedman Drive and Barquist within 120 days.	The sidewalk ends before the clinic and anyone trying to walk from Bldg 1425 to Barquist has to walk on the street near the clinic and to walk through the parking lot to get to the clinic. This is a safety hazard.	Issue Status: Completed Sidewalks are completed.
Beatty Balfour Community Housing with Mold On Walls Not prioritized because the process to report mold is already in place. Balfour Beatty Community provided a	Mold is visible on the walls in housing. Requests to remove mold are ignored. This is a health hazard.	Issue Status: Active Issue will remain open for one more quarter to make sure no more mold problems are being reported. There is a process in place for reporting mold so that it can be removed. There have been no mold issues in almost one year.

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copy of their mold mitigation plan and confirmed that mold is a priority work order.		
Balfour Beatty Community (BBC) Maintenance	BBC fraudulently charges residents for normal wear and tear and to replace appliances, carpets, etc. However, BBC does not install new items and do not clean thoroughly. Incoming housing tenants report that new items/maintenance not installed/completed. They are making money off the Soldiers with bogus changes.	Issue Status: Active Not prioritized because Army housing has a partnership with BBC under RCI initiative and fees are charged by an industry standard. Normal wear and tear is different than damaged items. Items such as carpet are replaced every six year and charged on a depreciation scale. A recommendation made by the group was to have a SAT and UNSAT move in and out checklist with extended comments area. An appeal process is already in place by addressing the issue to Army Housing.
Civilians in New Housing Units	Why are civilians allowed to rent the new housing units on post? These units should be reserved for military only. Soldiers should not have to wait for housing because of civilian occupants.	Issue Status: Completed Soldiers do not have to wait for housing because of civilian occupants. There is a Waterfall agreement in the Legacy housing ONLY that allows civilians to reside in these units if they are not taken by Soldiers.
Temperature in Barracks	The barracks temps do not adjust to the weather conditions. When it is hot outside the barracks are not cool inside and when it's cold outside the barracks are not warm inside. Soldiers are sweating in the summer and freezing in the winter.	Issue Status: Unattainable This issue originally came from Fort Detrick and resulted in a new design for all future barracks buildings. Unfortunately, the barracks here cannot be re-done under the new design because it would be impractical due to the cost. All new barracks are designed with cooling and heating control in each

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		room.
Speed Bumps to Reduce Speeding in Housing	Cars on post refuse to obey posted speed limit signs and there are not enough PMO staff to give out tickets. Speed bumps are continuous enforcement for speeders.	Issue Status: Unattainable Not prioritized because the housing project must generate its own funding; the cost for procuring speed bumps and the maintenance is not part of the current 50 year master plan.
Overnight Mail Delivery Not prioritized because it was combined with another issue. Interim solution suggestion: Drop overnight mail off with staff duty personnel.	Overnight delivery of UPS/FED EX is not sent to the Soldiers' address. Items are left at a central mail facility that open the same hours the Soldier is at work. There is a delay in Soldier receiving packages.	Issue Status: Active
Mail Package Security	Highly expensive items have been left outside the Soldier's door in the hallway. The building (barracks) are not locked so anyone could walk through and take the package.	Issue Status: Active